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## Standard Proposal Request

SPR Number (SPR-YY-NNN): SPR-02-005 (assigned by PPSB)

<b>Identification Block:</b>
<b>Standard Proposal Title:</b> e-Government Service Certification Standard
<b>Proposed Effective Date:</b> Immediate for new services, December 2004 for existing services
<b>Date Created:</b> December 6, 2002
<b>Sponsor:</b> Audrey Hinman, Chief, Internet Technology Services Bureau, ITSD
<b>Agency:</b> Administration
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<b>CIO Approval:</b> _____

<b>Description of Request and Document (check one from each group):</b>
<b>➤ Type of Request:</b>
<input checked="" type="checkbox"/> New
<input type="checkbox"/> Modify existing standard [_____]
<input type="checkbox"/> Delete standard [_____]
<b>➤ Category of Standard Designation Requested:</b>
<input type="checkbox"/> Required <input checked="" type="checkbox"/> Standard <input type="checkbox"/> Accepted <input type="checkbox"/> Prohibited

<b>Business Driver (What is the need for this requested action?):</b>
<p>The 2004 - 2005 Strategic Plan for Information Technology lists e-Government as a goal with one of the strategies being "Flexible and Intuitive Delivery of Services". This strategy states, "The state will guide the development of a common Web site "look and feel" for the enterprise by developing standards for web site structure, aesthetics, and navigation. It will build flexibility and intuitiveness into the enterprise e-Government design by combining the convenience of a single point of entry with the flexibility of multiple access methods." Establishing a certification standard for e-Government services will provide a process for meeting the common Web site "look and feel" strategy as well as provide multiple other benefits as outlined in the certification guidelines.</p> <p>E-Government is also a strategic initiative described in the Strategic Plan. This initiative centers on mt.gov as the official state portal and the need to offer services in a customer centric manner (rather than around the organizational structure of state government). Following the certification standard will ensure like services are treated in the same way on mt.gov and have the appropriate visibility for customers.</p> <p>Developing e-Government services using the certification guidelines also enables the State to meet the goal of "Shared Information Resources" as outlined in the Strategic Plan. This goal states, "State government standards will promote the sharing of IT resources, including data, information, business function expertise, and technology among agencies to minimize unwarranted duplication." Following the certification guidelines allows for sharing of the e-Government infrastructure, which may include the hardware, software, security, payment portal and other aspects of the infrastructure.</p>

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**Problem Statement / Proposed Action:**

To meet various goals set in the 2004 - 2005 Strategic Plan for Information Technology, and to take full advantage of the e-Government Services contract and the associated infrastructure, it is proposed that the State adopt an e-Government Service Certification standard. This standard would apply to all services provided by state agencies on the Internet (see Definition below). The standard requires that prior to implementation, e-Government services are submitted and approved for certification, or an exception to certification is requested and granted. It is proposed that whenever an agency internally develops a service, or hires a vendor to develop a service, that the service passes certification as a condition of implementation. Contracts and work orders with vendors would expressly state that the certification guidelines established through this standard be followed unless an exception has been granted.

**Definition of an e-Government Service (and what this standard applies to):** An e-Government service is an application, or series of applications, on the Internet that provides a specific service to a citizen or business. The application(s) are interactive and/or transactional-based in nature, meaning that information is collected or provided by the customer and service is then delivered (a transaction is completed). Examples are: web enabling business systems and allowing customers to enter in their own search criteria and then receiving the information they seek from those systems; filling out a tax form online (where they are able to submit it online) and paying their taxes; purchasing goods and paying for them from the shopping cart; renewing and paying for permits, licenses, or fees; any service using the payment portal. The goal of an e-Government service is to provide a complete end-to-end solution to the customer whenever possible, meaning the customer has provided all necessary information and payment has been collected and the State has delivered the service including all necessary information and documentation to the customer. When implemented in this fashion, both the State and the customer should gain efficiencies.

**What this standard DOES NOT apply to:** Static or informational web pages, .pdf's, or documents; downloadable documents or forms; search engines or functions providing searches on static web pages or documents; systems used primarily for the purpose of finding web content or documents published on the web; intranet services or applications; downloadable forms that the customer must send in or e-mail (and are not able to fill out and submit online); simple one page forms submitted online requesting information, submitting a complaint, or similar function; prepackaged or off-the-shelf software that is not customizable

To obtain certification, during the testing phase of the service (or earlier at the agency's discretion), the agency will submit the service or application to their ITSD business analyst. ITSD will review and test the application for compliance with the most recent certification guidelines. ITSD commits to a five working day turn around once a service is submitted to reply with comments or approval. ITSD will conduct multiple reviews throughout the development lifecycle at the agency's discretion. After approval, a letter of certification will be sent to the agency from the business analyst. The service will be reviewed on a periodic basis as the certification guidelines may change, or as the service is updated.

The certification guidelines will be provided on the Information Technology page of MINE as well as the ITSD website on mt.gov. The certification guidelines may change slightly over time to accommodate changes in the mt.gov template, changes in accessibility requirements, to accommodate new technology, or for other similar reasons. Changes will be kept to a minimum in recognition that changes may require significant work across existing services. All changes will be reviewed by the Information Technology Managers Council and approved by the Electronic Government Advisory Council. Appropriate time will be allotted for existing services to be changed when necessary due to a change in the certification guidelines. The current proposed certification guidelines are attached to this document.

Once a service is certified, the appropriate and applicable benefits listed in the certification guidelines are available to the agency. To maintain the benefits, the certified service must remain compliant with the certification guidelines.

**Process for existing e-Government services:** Existing services that meet the definition of being an e-Government service and that are provided by an agency on the Internet would have until December 2004 to

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provide evidence of compliance with the guidelines. Exceptions, or extensions to the deadline, may be requested if necessary.

**Impact of Not Implementing Proposed Action:**

If a certification standard is not adopted, there will be no guidelines in order to achieve the e-Government strategy of providing customers a common Web site “look and feel” for e-Government services. The benefits of certification outlined in the guidelines will not be achieved and the State will not be taking full advantage of the e-Government Services contract or the associated infrastructure.

**Alternatives to Proposed Action:**

Remain status quo with no e-Government service certification standard.